

Emergency Operations Plan

Emergency Support Function – 2

IT / Communications

I. PURPOSE

This Emergency Support Function (ESF) Annex describes expected mission execution for the preparedness and response phases and identifies the responsibilities assigned to its members. This Annex is utilized in conjunction with the Emergency Operations Plan which provides an overview of Horry County's approach to emergency operations and the emergency management organization.

The ESF-2 Annex describes the communications systems and capabilities available during emergency operations. To provide for the coordination of related personnel, equipment, and supplies, to ensure that all reasonable efforts have been made to protect the County's communications systems, computer hardware, software and data.

II. MISSION

To provide communication support, both internal and external to the EOC. To provide information technology systems in support of the response and recovery phases of a disaster.

III. SITUATION AND ASSUMPTIONS

Horry County is susceptible to a multitude of natural and man-made disasters. These disasters, depending on their magnitude, have the ability to damage structures and lifelines that will rapidly overwhelm the capacity of Horry County to assess the disaster and respond effectively to the basic and emergency human needs.

Initial damage reports may be fragmented and provide an incomplete picture concerning the extent of damage to telecommunications facilities. Weather and other environmental factors may restrict the ability of suppliers to deploy mobile or transportable telecommunications equipment into the affected area.

IV. PARTICIPATION COUNTY DEPARTMENTS AND SUPPORT AGENCIES:

A. Primary: Horry County Information Technology / GIS Department

B. Support:

1. Horry County Human Resources
2. ARES (Amateur Radio)
3. Motorola Representative
4. Myrtle Beach Communications Representative
5. Verizon Representative

V. NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS) REQUIREMENTS

All ESF personnel will be trained on principals of the National Incident Management System in accordance with current guidance from the Department of Homeland Security. Refer to the website <http://training.fema.gov/IS/crslist.asp> for more information on all programs. The minimum requirements are as follows:

- A.** IS-100.a Introduction to the Incident Command System
- B.** IS-200.a ICS for a Single Resource and Initial Action Incidents
- C.** IS-700.a NIMS, an Introduction
- D.** IS-800.b National Response Framework, an Introduction

VI. CONCEPT OF OPERATIONS

- A.** When the EOC is activated, the Logistics Support Branch Director will confirm that the ESF-2 Coordinator position has been staffed.
- B.** The ESF-2 Coordinator will establish and maintain lines of communication to facilitate coordination of activities and resources with all Horry County EOC ESFs, the South Carolina EOC and other agencies/representatives who may provide assistance during major response operations.
- C.** Agencies and representatives assigned to ESF-2 will be alerted according to EOC Activation procedures in the EOP.
- D.** All ESF-2 personnel will report to their pre-designated locations unless otherwise directed by their supervisor at the time they are notified of the emergency. Pre-designation of duties and responsibilities will facilitate a reduction in response time.
- E.** Normal communications systems will be utilized as much as possible during an emergency or disaster. Some needs will be met by re-allocate day-to-day phone line use to special emergency use.
- F.** Post-emergency or disaster routine modes of communications and information systems that are operational will continue to be used after the occurrence of the event.
- G.** Coordinate the identification, acquisition, prioritization and deployment of communications and information system assets within the EOC for the management of communication operations during the emergency phase of a disaster.
- H.** Manage communications within the EOC to include radio, telephone, computer, repair crews, amateur radio, backup resources, etc.
- I.** Provide communication linkages between the EOC and emergency incident sites (shelters, hospitals and other critical locations) as requested.
- J.** Horry County Human Resources is responsible for activating and maintaining the phone bank during an emergency and/or disaster.
- K.** Communications methods to all nodes, primary and backup sourcing, and equipment operating responsibilities are all described in the Communications plan contained in Section 6 of the Comprehensive Emergency Response Plan.

L. Existing mutual aid agreements may be able to augment and satisfy a temporary increase in local needs. If local capabilities are exceeded, support may be available from state and federal resources. These requests should be channeled through the Horry County EOC, ESF-7, Resource Support.

M. Situation Reports (SITREP)

1.A Situation Report (SITREP) will be produced for each Operational Period. The initial SITREP will be completed within the first hour after activation. The Situation Analysis Unit Leader will coordinate with Section Liaisons and Branch Directors to receive timely SITREPs to coincide with the EOC briefings and the Executive Group Planning Meetings.

- i. Each EOC position will complete their part of the ESF SITREP, providing a comprehensive and accurate report, and turn it into their respective ESF Coordinator for completion by 06:00 and 16:00. The ESF Coordinator will then provide the completed ESF SITREP to the appropriate Branch Director no later than 06:30 and 16:30.
- ii. The Branch Directors will collaborate and complete their portion of the Section SITREP while coordinating with the Section Liaison. The Section Liaison gives the final Logistics Section SITREP to the Situation Analysis Unit Leader at 7:30 and 17:30.
- iii. The Situation Analysis Unit Leader will generate the EOC SITREP and provide copies to the EOC Manager for approval at 08:30 and 18:30 in preparation of the Executive Group Planning Meetings.
- iv. Once the SITREP has been reviewed and approved by the EOC Manager or Assistant Manager, the Situation Unit Leader will send the SITREP to the State Emergency Operations Center (SEOC) by 09:00 and 19:00 each operational period.

N. EOC Action Plan

- i. When the EOC is activated the Planning Section, while coordinating with other sections, will prepare a written action plan. The EOC Action Plan will set forth objectives, based on the Executive Groups recommendations and tasks to be completed during the next operational period.
- ii. Essential to the development of each operational period action plan are the section and ESF SITREPs. The future operational period objectives are derived from the previous operational period SITREPs.
- iii. All ESF Coordinators will attend the appropriate action planning meetings, according to the EOC Action Plan and EOC Briefings and Meetings SOP, in support of the EOC Action planning process.

O. Information Display and Management

1. During the Horry County EOC activation, all agencies, departments and representatives will use WebEOC for systematic information sharing and documentation efforts. Reference the WebEOC User's Guide from more information on proper program operation.
2. To maintain documentation redundancy, hardcopy documents for all forms utilized in the perspective ESFs will be located in a file box or binder at each ESF position.
3. The successful development of the Action Plan will strongly depend on how involved and effective each agency/representative is in the planning process.

4. A local list of available infrastructure resources, to include assets and personnel, should be maintained in the EOC.
5. Coordination between IT and communication agencies/representatives is necessary to ensure emergency operational readiness. Each department, agency and/or representative responsible should develop standard operational procedures, instructions and resource listings to support this plan.

VII. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. Primary:

1. Horry County IT / GIS Department

- a. Serving as primary role in ESF-2, IT/Communications Department representative will function as the ESF-2 Coordinator and has the following responsibilities:
 - i. Exercise overall responsibility for the coordination of ESF-2 activities.
 - ii. Serves as the ESF-2 coordinator in all EOC briefings and meetings.
 - iii. Coordinate and complete the ESF-2 SITREP and give to the Logistics Support Branch Director.
- b. The county employees representing HC IT/GIS in ESF-2 will maintain the Communications, Telephone, Computer, WebEOC and GIS Coordinator Positions. Specific tasks are included in the associated SOP.
- c. Set-up and maintain all telephone, computer and WebEOC communications throughout the EOC.
- d. Develop, maintain and distribute an internal EOC telephone directory.
- e. Acquire, document and distribute additional wireless communication devices (cellular phones) to selected officials.
- f. Manage the emergency information sharing between the State EOC and the County EOC, utilizing WebEOC.
- g. Manage a master list of county-wide communications and information systems including frequency lists, equipment operating responsibilities and primary and backup sourcing.
- h. Maintain a description of communications methods to all nodes so that alternate means of contact are readily apparent from the communications architecture model.
- i. Maintain GeoCall and activate as needed.
- j. Create situational maps as needed.
- k. Specific tasks are included in the associated SOP.

B. Support:

1. Horry County Human Resources

- a. The county employee representing Horry County Human Resources in ESF-2 will maintain the Phone Bank Coordinator Position. Specific tasks are included in the associated SOP.

- b. Activate staff and maintain the phone bank.
- c. Maintain communication link with EOC.
- d. Specific tasks are included in the associated SOP.

2. ARES

- a. Those representing ARES in ESF-2 will maintain the ARES Coordinator Position. Specific tasks are included in the associated SOP.
- b. Provide back-up communications support.
- c. Specific tasks are included in the associated SOP.

3. Motorola

- a. Those representing Motorola in ESF-2 will coordinate with the Telephone Coordinator Position.

4. Myrtle Beach Communications

- a. Those representing Myrtle Beach Communications in ESF-2 will coordinate with Telephone Coordinator Position.

5. Verizon

- a. Those representing Verizon in ESF-2 will coordinate with the Telephone Coordinator Position.

VII. ANNEX MAINTENANCE

The Logistics Section Liaison has responsibility for coordinating, developing and maintaining the section ESF Annexes with the associated Branch Directors and designated ESF Primary Departments. The Annex is updated in conjunction with the Response/EOP as stated in Section 6, Plan Development and Maintenance.

Emergency Support Function (ESF) 2 IT/Communications

General ESF Actions

Horry County Emergency Management takes a comprehensive approach to emergency planning; therefore, ESF actions for recovery and mitigation are included in those specific plans.

Primary:

- Horry County IT/GIS Department

Support:

- Horry County Human Resources
- ARES
- Motorola
- Myrtle Beach Communications
- Verizon

**Please refer to the EOP, IV, B, 8 for general preparedness and response actions.*

Preparedness

- Identify public and private communications facilities, equipment and personnel located throughout South Carolina including emergency communications vehicles or mobile command posts.
- Coordinate plans with commercial telecommunications companies to restore services, to include public safety and first responder priorities.
- Assess pre-event needs and develop plans to pre-stage assets for rapid deployment into disaster areas.
- Develop a strategy to resolve cyber security outages during emergencies.
- In coordination with ESF-24, assess anticipated communication related needs (including cyber space security issues) with business and industry partners while also considering access, security and fuel resources that will be needed to restore the communications infrastructure.
- Develop a list of private companies to provide communications assistance during emergencies.
- Ensure all personnel integrate NIMS principals in all planning. All ESF personnel will complete all required NIMS training as outline in this annex.
- The primary agency will prepare for disaster exercises by coordinating with support agencies / departments for their participation.
- Maintain a roster of primary contact ESF personnel.
- Ensure procedures are in place to document costs for any potential reimbursement.

Response

- Conduct communications needs assessment (to include determining status of all communications systems), prioritize requirements, and make recommendations to deploy equipment and personnel to affected are, as required.
- Identify actual actions of commercial telecommunications companies to restore services.
- Maintain constant two-way communication with all appropriate emergency operating services of state and local governments.
- Provide capability for responsible officials to receive emergency information and communicate decisions.